

Appendix C: Sentinel Top Complaint Categories¹

Three-Year Trends

Calendar Years 2002 through 2004

Sentinel Categories	CY 2002		CY 2003		CY 2004	
	No. of Complaints (Percentage)		No. of Complaints (Percentage)		No. of Complaints (Percentage)	
1 Advance-Fee Loans and Credit Protection/Repair	20,878	(5%)	19,195	(4%)	19,103	(3%)
2 Business Opps and Work-at-Home Plans	13,376	(3%)	13,990	(3%)	14,311	(2%)
3 Debt Management/Credit Counseling ²	—	—	—	—	4,142	(1%)
4 Foreign Money Offers	16,862	(4%)	21,616	(4%)	35,371	(6%)
5 Health Care	7,158	(2%)	5,123	(1%)	5,960	(1%)
6 Identity Theft	161,896	(40%)	215,093	(40%)	246,570	(39%)
7 Internet Auctions	51,003	(13%)	83,161	(15%)	98,653	(16%)
8 Internet Services and Computer Complaints	25,705	(6%)	34,455	(6%)	37,094	(6%)
9 Investments	2,515	(1%)	2,663	(<1%)	2,622	(<1%)
10 Magazines and Buyers Clubs	7,658	(2%)	8,704	(2%)	7,455	(1%)
11 Multi-Level Mktg/Pyramids/Chain Letters	2,296	(1%)	2,458	(<1%)	2,680	(<1%)
12 Office Supplies and Services	5,925	(1%)	6,953	(1%)	7,649	(1%)
13 Prizes/Sweepstakes and Lotteries	18,785	(5%)	25,789	(5%)	30,064	(5%)
14 Shop-at-Home/Catalog Sales	31,356	(8%)	52,722	(10%)	49,539	(8%)
15 Telephone Services	9,191	(2%)	13,339	(2%)	14,276	(2%)
16 Travel, Vacations and Timeshare	4,533	(1%)	5,069	(1%)	4,621	(1%)

¹Percentages are based on the total number of Sentinel complaints for each calendar year:
CY 2002 = 403,688; CY 2003 = 542,378; CY 2004 = 635,173.

²Fraud category added for CY 2004.